

To: State of Michigan Employees with laptops

From: Agency / I/O

Date: August 19, 2003

Subject: Virus Alert

To resolve MS Blaster worm and other virus issues or prevent the current Microsoft vulnerability from being exploited, the Department of Information Technology (DIT) has set up a program to resolve these issues throughout the state. Unless you have already been patched and had your virus protection updated, **do not connect your laptop computer** to the State network until your device has been evaluated and updated with the required virus files.

Out state Users: Please call the DIT Client Service Center at (517) 241-9700 or (800) 968-2644. The Client Service Center (CSC) will work with you to determine the best location for your laptop service. The CSC will contact the nearest Field Services Regional office to your location. The regional office will contact you to schedule service at the regional location nearest you or dispatch a Field Services representative to your location. The regional staff will give you directions to the office you are nearest to if you are visiting a Field Services location.

Lansing Users: Two Lansing service locations have been set up to service your equipment. A conference room at Constitution Hall (downtown) and the Drummond Island Room at the Operations Center, 7285 Parsons Drive (Secondary complex area – see map below), have been set up for August 19-22, 2003 from 8:00 am to 5:00 pm. When you arrive at these facilities, enter through the main doors and proceed to the Security Desk. The Security Officer and/or Receptionist will contact the Field Services staff for you and you will be escorted to the laptop/workstation area. Please bring all components (power cord, CD, Floppy Drives, etc.) along with your laptop computer.

In order to expedite service at the facility, please bring your State ID or personal identification. Non-state employees will be required to

register as a visitor at the Security Desk. The update process will take approximately 30 to 40 minutes and will include applying a Microsoft Security Patch, updating virus protection software and running scan software to detect and clean the MS Blaster Worm.

Out of State Users: Contact the Client Service Center and a Remedy case will be generated to Field Services. Field Services will contact you to make arrangements to update your equipment.

Map to Operations Center for Lansing Users:



Take 96 to Exit 98 (South). Turn right (south) on to Lansing Road. Take Lansing Road to Crowner Drive (will be the second light). Turn right on Crowner Drive. Follow Crowner Drive over the bridge. Parsons Drive will be the first road to the left past the bridge. The Operations Center is the building with all the glass windows.